



Request for Proposal (RFP)

Commodity/Service Required:	Trainer: Customer Service Management Training in Ethiopia Electric Utility (EEU)
Type of Procurement:	One-time procurement
Type of Contract:	Fixed-cost contract
Term of Contract:	One time
Contract Funding:	United States Agency for International Development (USAID)
This Procurement Supports:	Power Africa East Africa Energy Program
Submit Proposal To:	admin@powerafrica-eaep.org
Date RFP Issued:	September 1, 2020
Date Questions from Supplier are Due:	September 7, 2020
Date Proposal is Due:	September 10, 2020
Approximate Date Purchase Order Issued to Successful Bidder(s):	To be determined

Method of Submittal:

The technical proposal, attachments, and the financial proposal must be submitted as password protected PDFs via email to admin@powerafrica-eaep.org no later than 3 pm EAT on September 10, 2020.

Passwords should be submitted separately by e-mail to admin@powerafrica-eaep.org no later than 4 pm EAT on September 10, 2020.

SUBMISSION REQUIREMENTS.

Bidders are required to submit the following:

1. A technical proposal, which demonstrates how the bidders' proposal meets all the technical requirements in the scope of work (SOW).
2. The completed pricing template (see Attachment A), which serves as the financial proposal, as well as an accompanying detailed budget.
3. This full RFP document should be completed and signed. Bidders should sign and stamp on all required places provided in the document.
4. A Gantt chart that links the technical proposal with the Pricing template/ table in this RFP document. The total time as per the Gantt chart should match the proposed performance duration by the bidder as indicated in the pricing table.
5. The Past Performance template (see Attachment C) and copies of the required LPO/contracts as evidence of performance.

To be **eligible** for consideration, bidding firms or individual must submit copies of the following.

- The bidder's registration document, bidders must be registered and have physical offices in Ethiopia
- The bidder's Ethiopia's business permit/license.
- Applicable tax registration documents, as required by the Ethiopian Tax Authority.
- The bidder's current tax compliance certificate.
- The bidder's company profile. The profile must clearly show the number of years' experience the bidder has handling similar projects. Individuals can submit capability statements.
- The relevant quality assurance certifications.
- No part of this assignment can be subcontracted.

The bidder agrees to hold the prices in its offer firm for **90 days** from the date specified for the receipt of offers, unless another time is specified in the addendum of the RFP.

Solicitation Number:

EAEP-E/007/09/2020

Attachments to the RFP:

1. Attachment A: Commodity Specifications or Statement of Work
2. Attachment B: Instructions to Bidders/Sellers
3. All purchase order (PO) terms and conditions (hereinafter referred to as the "terms") are listed on RTI's website at <http://www.rti.org/POterms> and http://www.rti.org/files/PO_FAR_Clauses.pdf. For commercial items, see http://www.rti.org/files/PO_FAR_Clauses_Commercial_Items.pdf. Supplier's delivery of products, performance of services, or issuance of invoices in connection with this PO establishes a supplier's agreement to the terms. The terms may only be modified in writing signed by both parties.



3040 Cornwallis Road ■ PO Box 12194 ■ Research Triangle Park, NC 27709-2194 ■ USA
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All bidders/sellers are responsible to carefully review each attachment and follow any instructions that may be relevant to this procurement.

Attachment A

Commodity Specifications or Statement of Work

Statement of Work

Description of Activity/Service:

Power Africa East Africa Energy Program (EAEP) aims to expand affordable and reliable electricity services in East Africa, with the goal of supporting inclusive economic growth, security, and improved health and education outcomes. The program focuses on four primary objectives: optimized power supply, increased grid-based power connections, strengthened utilities and other power-sector entities, and increased regional power trade. RTI International leads the program's implementation, which is funded by Power Africa, a US Government-led partnership coordinated by the US Agency for International Development (USAID).

RTI hereby seeks an experienced consulting firm or organization or individuals ("Consultant") to support Ethiopia Electric Utility (EEU) through delivering a cutting-edge training of trainers customer service management training module.

Bidders are requested to refer to the attached Terms of Reference for more details.

Product or Service Expectations (both if applicable):

Bidders' technical proposals must include the following:

- 1) A technical proposal/ narrative that details the proposed execution approach and methodology that the bidder will apply to ensure successful achievement of all the deliverables listed in the attached TOR . In consideration of among factors that are not limited to the following.
 - a) Proposal demonstrates knowledge and understanding of the training approaches for the Power Sector in Ethiopia. Specifically working with government departments, power entities as well as private companies.
 - b) Proposal covers all the deliverables; Pre-training phase, Training Phase, Post Training Phase: as detailed in the TOR.
 - c) Proposal presents a clear approach to be applied to successfully conduct training sessions as detailed in the TOR.
 - d) Proposal expounds on application of participatory teaching methodologies to this specific assignment, as well as Curricula Development.
 - e) Proposal demonstrates willingness to engage participants in many methods of content delivery; individual and team-based learning, small groups and large groups, etc
 - f) Proposal clearly indicates the number of sessions as stipulated in the TOR.
 - g) Proposal clearly outlines what will be covered in such a training, topics.

- h) Proposal presents reasonable length of time each topic; harmonized with the requirements detailed in the TOR.
 - i) Experience with developing and conducting virtual learning sessions.
 - j) Other relevant parts of the SOW.
- 2) A work plan detailing the activities to be carried out presented in a logical manner. The work plan should show the total duration to complete the project.
 - 3) A proposed project execution organogram (team composition and structure) showing the key staff who will be involved in this project and indicating the percentage of their involvement. Bidders are requested to provide summarized biographies for all the staff who will be assigned to this project, as guided in the “required expertise” in the attached TOR. Detailed CVs will be requested if necessary.
 - 4) Demonstration of the bidder’s experience in handling similar projects, as a firm or as a company. This must be supported and collaborated by the Local Purchase Orders (LPOs) /contracts provided to support the completion of the past performance template (attachment C).
 - 5) Discuss potential challenges expected during the execution of this project and proposed mitigatory measures.
 - 6) Quality control and assurance; bidders should attach their quality statements, quality policies and procedures.
 - 7) Detail how the bidder will apply the above quality assurance policies and internal quality control procedures to ensure high-quality deliverable as applied to this specific assignment.
 - 8) Sub-contracting of any part of this work will not be accepted.
 - 9) Bidders are reminded to review all the contracting terms and conditions as detailed in the attachments (links) to the RFP such as, but not limited to required insurances, indemnity clauses and Intellectual Properties
 - 10) If travel is possible for part of this assignment, RTI will cater for the selected firm’s travel costs by directly engaging and paying the providers. Such arrangements shall be done within the following parameters.
 - Lodging and Per Diem for the trainers must fall under State Department foreign per diem rates, where applicable

Deliverables, costing, and timing template

Bidders will prepare and submit the final deliverables according to the deadlines and payment schedule that they will propose in the table below. RTI will require initial drafts for review of all reports prior to

acceptance of the final works.

	Deliverable	Description	Dates for delivery	Milestone Payment (Ethiopia Birr)
1	Induction Report	Approved final course design, description, draft pre and post training survey tools, course invitation templates, scheduling and inception report (Capturing EEU Customer Service Training Needs Analysis).	15 days before workshop	
2	TOT Trainees Manual	Training of Trainers Trainees Manual	5 Days before start of training	
3	Conduct the trainings	Actual delivery of the training to the trainees/ delegates (can be virtual or face to face based on the government's directive). Refer to the Scope of work section above for details of tasks involved.	over one-week period (3-5 days)	
4	Training process report	A training process report capturing comments and lessons to be learnt from this pivot into virtual training prepared by the consultant.	5 days group completion of the training activities	
5	Training evaluation analysis report	Detailed training report capturing participants pre and post training skills analyzed and making recommendations for future training	5 days after the completion of the training	
6	Policy Recommendations	Based upon the findings in the analysis report, consultant shall translate findings into recommended policy changes for and/or administrative procedures.	5 days after the completion of the training	

7	Project Handoff and recommendations /Closure	Final report with handoff closure and submission of required data	5 days after the completion of the training	
8	Training evaluation analysis report	The participant pre and post tests will be analyzed, and results presented after the training modules are completed.	5 days after the workshop	
9	Conduct refresher training	Deliver refresher training to delegates; will be activated 2 months after the training	2-3 day's training; 2 months after the training	
10	Refresher Training Report	A follow up on the trained participants	2 months after the training	
		TOTAL QUOTED PROFESSIONAL FEES		
		ANY APPLICABLE TAXES		
		Add any non-professional costs	For example, costs related to provision of virtual training platform, if applicable	
		GRAND TOTAL		

Bidders are expected to provide a breakdown of the level of involvement for each of the experts against each of the deliverables above, by completing the table below. Total professional cost/fees in the Deliverables, costing and timing template above should tie with total professional fees in the breakdown below

Level of effort table / Breakdown of remuneration.

No.	Position / Title/ Role	Personnel names	Person-month remuneration rate (RWF)	Time input in man/months per deliverable	TOTAL (RWF)

Deliverable 1: Induction Report					
1	Lead trainer(s)				
2	Support trainer				
Deliverable 2: TOT Trainees Manual					
1	Lead trainer(s)				
2	Support trainer				
Deliverable 3: Conduct the trainings					
1	Lead trainer(s)				
2	Support trainer				
Deliverable 4: Training process report					
Deliverable 5: Training evaluation analysis report					
Deliverable 6:					
Deliverable 7:					
Deliverable 8:					
Deliverable 9:					



Deliverable 10:					
	Total professional fees before taxes – transferred to the Deliverables, costing and timing template				

Notes on pricing.

1. All prices must be in Ethiopian Birr. Alternatively, RTI shall apply the applicable exchange rates as at the bid’s opening date, as quoted in the Oanda Currency Conversion Website (<https://www.oanda.com/currency/converter/>). Such rates will be applied for the purposes of bids analysis (quoted cost being one of the evaluation factors, as indicated below) as well as for application in the LPO/contract amounts and for payment.
2. Bidders are notified that this is a fixed-cost procurement and, as such, all the relevant costs and applicable taxes must be included in the pricing table. RTI will not be involved in additional costs discussions or negotiations after the contract is signed.
3. Each of the quoted lumpsum costs above should be accompanied by a detailed budget showing a detailed breakdown of specific costs such as technical/professional costs.
4. Bidders are reminded not to include any logistical costs or travel costs for in-person activities, since RTI will cover such costs by directly engaging with the providers as detailed in the SOW.

By signing this attachment, the bidder confirm s/he has a complete understanding of the specifications and fully intends to deliver items that comply with the above listed specifications.

Signature:

Title:

Date:

Attachment B Instructions to Bidders

- Procurement Narrative Description:** The Buyer (RTI) intends to purchase commodities and/or services identified in attachment A. The Buyer intends to purchase the quantities (for commodities) and/or services (based on deliverables identified in a statement of work). The term of the ordering agreement shall be from award date to the delivery date of the offer or unless extended by mutual agreement of the parties. The Buyer intends to award to a single “approved” supplier based on conformance to the listed specifications, the ability to service this contract, and selling price. We reserve the right to award to more than one bidder. If an ordering agreement is established as a result of this RFP, supplier understands that quantities indicated in the specifications (attachment A) are an estimate only and RTI does not guarantee the purchase quantity of any item listed.
- Procuring Activity:** This procurement will be made by **Research Triangle Institute (RTI International)**, located at

RTI International | The Westwood, 5th Floor, Vale Close, Ring Road Parklands

who has a purchase requirement in support of a project funded by

USAID

RTI shall award the initial quantities and/or services and any option quantities (if exercised by RTI) to Seller by a properly executed Purchase Order as set forth within the terms of this properly executed agreement.

- Proposal Requirements.** All Sellers will submit a quote/proposal which contains offers for all items and options included in this RFP. All information presented in the Sellers quote/proposal will be considered during RTI’s evaluation. Failure to submit the information required in this RFP may result in Seller’s offer being deemed non-responsive. Sellers are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach RTI’s office designated in the RFP by the time and date specified in the RFP. Any offer, modification, revision, or withdrawal of an offer received at the RTI office designated in the RFP after the exact time specified for receipt of offers is “late” and may not be considered at the discretion of the RTI Procurement Officer. The Seller’s proposal shall include the following:
 - The solicitation number:
 - The date and time submitted:
 - The name, address, and telephone number of the seller (bidder) and authorized signature of same:
 - Validity period of quote:
 - A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary.

- (f) If RTI informs Seller that the Commodity is intended for export and the Commodity is not classified for export under Export Classification Control Number (ECCN) “EAR99” of the US Department of Commerce Export Administration Regulations, then Seller must provide RTI the correct ECCN and the name of Seller’s representative responsible for Trade Compliance who can confirm the export classification.
 - (g) Lead Time Availability of the Commodity/Service.
 - (h) Terms of warranty describing what and how the warranties will be serviced.
 - (i) Special pricing instructions: Price and any discount terms or special requirements or terms (special note: pricing must include guaranteed firm fixed prices for items requested).
 - (j) Payment address or instructions (if different from mailing address)
 - (k) Acknowledgment of solicitation amendments (if any)
 - (l) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including points of contact with telephone numbers, and other relevant information)
 - (m) **Special Note:** *The Seller, by his response to this RFP and accompanying signatures, confirms that the terms and conditions associated with this RFP document have been agreed to and all of its attachments have been carefully read and understood and all related questions answered.*
4. **Forms:** Sellers (potential bidders or suppliers) must record their pricing utilizing the format found on attachment “A”. Sellers must sign the single hardcopy submitted and send to address listed on the cover page of this RFP.
5. **Questions Concerning the Procurement.** All questions in regard to this RFP to be directed to
- [The Selection Committee](#)
- at this e-mail address:
- admin@powerafrica-eaep.org
- The cut-off date for questions is
- [September 7, 2020](#)
6. **Notifications and Deliveries:** Time is of the essence for this procurement. Seller shall deliver the items or services no later than the dates set forth in the contract that will be agreed by both parties as a result of this RFQ/RFP. The Seller shall immediately contact the Buyer’s Procurement Officer if the specifications, availability, or the delivery schedule(s) changes. Exceptional delays will result in financial penalties being imposed of Seller.

7. **Documentation:** The following documents will be required for payment for each item:
 - (a) A detailed invoice listing Purchase Order Number, Bank information with wiring instructions (when applicable)
 - (b) All relevant product/service documentation (manuals, warranty doc, certificate of analysis, etc.)
8. **Payment Terms:** Refer to RTI purchase order terms and conditions found in www.rti.org/poterm, <http://www.rti.org/POterms>, [http://www.rti.org/files/PO FAR Clauses.pdf](http://www.rti.org/files/PO_FAR_Clauses.pdf), or [http://www.rti.org/files/PO FAR Clauses Commercial Items.pdf](http://www.rti.org/files/PO_FAR_Clauses_Commercial_Items.pdf). Payment can be made via wire transfer or other acceptable form. Sellers may propose alternative payment terms and they will be considered in the evaluation process.
9. **Alternative Proposals:** Sellers are permitted to offer “alternatives” should they not be able to meet the listed requirements. Any alternative proposals shall still satisfy the minimum requirements set forth in attachment A Specifications.
10. **Reports acceptance Process:** Each report shall be reviewed prior to final acceptance.
11. **Evaluation and Award Process:** The RTI Procurement Officer will award an agreement contract resulting from this solicitation to the responsible Seller (bidder) whose offer conforms to the RFP will be most advantageous to RTI, price and other factors considered. The award will be made to the Seller representing the **best value** to the project and to RTI. For the purpose of this RFP, price, delivery, technical and past performance are of equal importance for the purposes of evaluating and selecting the “best value” awardee. RTI intends to evaluate offers and award an Agreement without discussions with Sellers. Therefore, the Seller’s initial offer should contain the Seller’s best terms from a price and technical standpoint. However, RTI reserves the right to conduct discussions if later determined by the RTI Procurement Officer to be necessary.

The evaluation factors will be comprised of the following criteria:

- (a) **TECHNICAL (55%).** The quality of the technical proposal in terms of methodology statement, key personnel, quality assurance, mobilization schedule, implementation schedule, proposed project execution organogram and any other activities such as the bidding team's experience and qualifications as specified in the SOW above.
- (b) **PAST PERFORMANCE (15%).** The proposer should demonstrate his/her capability and resources to provide the items/services requested in this solicitation in a timely and responsive manner by providing evidence of number of similar contracts delivered in a timely manner. As detailed in bidder’s submission of Past Performance Template (attachment c)
- (c) **PRICE (30%).** Lowest evaluated ceiling price.

All the proposals received will be subjected to a 3-step evaluation process as follows:

1. **Substantial responsiveness.**

Each bid or proposal must be substantially responsive to:

- a) Preliminary examination, to ascertain that all the mandatory RFP process requirements have been substantially met.
- b) Technical and commercial evaluation: assessment to ensure that all



mandatory technical and commercial requirements are substantially met based on the pass/fail qualifying criteria.

2. Evaluation of cost: Application of the cost evaluation methodology to determine the lowest evaluated costs.
 3. Most Advantageous bid: The qualified bidder whose bid is substantially responsive and has the lowest evaluated cost.
12. **Award Notice.** A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful supplier within the time acceptance specified in the offer, shall result in a binding contract without further action by either party.
13. **Validity of Offer.** This RFP in no way obligates RTI to make an award, nor does it commit RTI to pay any costs incurred by the Seller in the preparation and submission of a proposal or amendments to a proposal. Your proposal shall be considered valid for 90 days after submission.
14. **Representations and Certifications.** Winning suppliers under a US Federal Contract are required to complete and sign as part of your offer RTI Representations and Certifications for values over \$10,000.
15. **Anti-Kick Back Act of 1986.** The Anti-Kickback Act of 1986 as referenced in FAR 52.203-7 is hereby incorporated into this Request for Proposal as a condition of acceptance. If you have reasonable grounds to believe that a violation, as described in Paragraph (b) of FAR 52.203-7 may have occurred, you should report this suspected violation to the RTI's Ethics Hotline at 1-877-212-7220 or by sending an e-mail to ethics@rti.org. You may report a suspected violation anonymously.

Acceptance:

Seller agrees, as evidenced by signature below, that the seller's completed and signed solicitation, seller's proposal including all required submissions and the negotiated terms contained herein, constitute the entire agreement for the services described herein.

By: *(Seller Company Name)*

Signature: _____

Title:

Date:

Attachment C

Past performance Template

Bidders are requested to *carefully review the notes below before completing the table below.*

1. Use this form to provide evidence of having successfully completed projects of **substantially similar scope as provided in the SOW and nature in terms of final total contract amounts- the greater the previous contract /LPO amounts, the better.**
2. The projects or contracts or Local Purchase Orders cited must be recent (i.e., 2014–2020).
3. Multiple projects for the same bidders will be considered separately, i.e., they will be scored as distinct projects. The selection committee will *not* aggregate those multiple projects for a single bidder into a single project of an artificially enlarge the scope and value.
4. Multiple projects from a single client will only be considered twice. The third reference should be from a different client.
5. For the purposes of this RFP, a “project” is a single contract from a single client.
6. The selection committee will only review and score past performance reports for three projects.

A past performance report includes the following:

1. *Client company name*
2. *Contact information* for a point of contact authorized to speak for the company as a reference, including
 - a. Full name
 - b. Title
 - c. Phone number
 - d. E-mail address

The selection committee reserves the right to contact the client company to verify the information provided in the past performance report.

3. *Scanned copy* of the purchase order/contract being used for the past performance report
 - a. Please ensure it is fully legible. Illegible or partially legible scans will be not be considered, and the past performance report will not be scored.
 - b. The information indicated in the scanned PO/contract must tally with the information described/provided in the narrative description in the table below.
 - c. The scanned PO/Contract must provide visibility into the scope, size, and value of the project.
 - d. Each of the provided LPO / Contract should be accompanied by evidence of successful work completion. This could be a completion certificate, email that approved final reports / or deliverable, or a letter from the client confirming that work was successfully completed within the budget amounts and within the agreed delivery duration.

4. Narrative description of the project

- a. This should, at a minimum, include explicit discussion of how the project cited is comparable to the work being commissioned through the current RFP. Be sure to highlight key points of interest, including the SOW, specifications of the products, materials/processes used, the quantity involved, the financial magnitude of the project, etc.
- b. Bidders are directed to indicate the currency in which the contract was denominated (US dollars, Euros, etc.) For comparison's sake, RTI will apply the exchange rates listed by Oanda Currency Conversion Website (<https://www.oanda.com/currency/converter/>) for the date of the contract to arrive at their applicable RWF values at the dates of the contracts/ LPOs.

Table 1: Past Performance Report 1

Client Company Name		
Contact Information	Name:	
	Title:	
	Phone #:	
	E-mail:	
Scanned Copy of LPO	[embed file here]	
Evidence of successful work completion for the LPO provided under report 1	[embed file here]	
	PO/Contract Number:	
	Date	
Narrative Description	[narrative description here; expand cell as necessary]	
	Scope: (Nature of the work done, geographical location, and duration it took to complete)	
	Value: (Total value of the contract)	

Table 2: Past Performance Report 2

Client Company Name		
Contact Information	Name:	
	Title:	
	Phone #:	
	E-mail:	



Scanned Copy of LPO	[embed file here]
Evidence of successful work completion for the LPO provided under report 2	[embed file here]
	<i>PO/Contract Number:</i>
	<i>Date</i>
Narrative Description	[narrative description here; expand cell as necessary]
<i>Scope:</i> (Nature of the work done, geographical location, and duration it took to complete)	
<i>Value:</i> (Total value of the contract)	

Table 3: Past Performance Report 3

Client Company Name	
Contact Information	<i>Name:</i>
	<i>Title:</i>
	<i>Phone #:</i>
	<i>E-mail:</i>
Scanned Copy of LPO	[embed file here]
Evidence of successful work completion for the LPO provided under report 3	[embed file here]
	<i>PO/Contract Number:</i>
	<i>Date</i>
Narrative Description	[narrative description here; expand cell as necessary]
<i>Scope:</i> (Nature of the work done, geographical location, and duration it took to complete)	
<i>Value:</i> (Total value of the contract)	